



STIC Search Report

EIC 2800

STIC Database Tracking Number: 164480

TO: Uyen-Chau N Le
Location:
Art Unit : 2876
Wednesday, August 31, 2005
Case Serial Number: 10644693

From: Bode Fagbohunka
Location: EIC 2800
Jeff 4A58
Phone: 571-272-2541
bode.fagbohunka@uspto.gov

Search Notes

Examiner Uyen-Chau N Le

Please find attached the results of your search for **10644693**. The search was conducted using the standard collection of databases on dialog for EIC 2800. The tagged references appear to be the closest references located during our search.

If you would like a re-focus please let me know or if you have any questions regarding the search results please do not hesitate to contact me.

Bode Fagbohunka

? d s

Set	Items	Description
S1	7458	S BOARD?()PASS?
S2	7875	S S1 OR BOARDING?()CARD?
S3	4455	S S2 AND (INFO? ? OR INFORMATION OR RECORD? OR DATA)
S4	1740	S S3 AND (BAG?????? OR LUGGAG????? OR SUITCASE? OR SATCHEL?)
S5	931	S S2(6N) (BAG?????? OR LUGGAG????? OR SUITCASE? OR SATCHEL?)
S6	695	S S5 AND (CHECKIN? OR CHECK()IN OR CHECKING?)
S7	465	S S6 AND (INFO? ? OR INFORMATION OR RECORD? OR DATA)
S8	611	S S2(3N) (BAG?????? OR LUGGAG????? OR SUITCASE? OR SATCHEL?)
S9	450	S S8 AND (CHECKIN? OR CHECK()IN OR CHECKING?)
S10	313	S S9 AND (INFO? ? OR INFORMATION OR RECORD? OR DATA)
S11	252	S S10 AND PY<=2003
S12	247	S S11 AND (PLANE? OR AIRPLANE? OR AIRCRAFT? OR AIRLINE?)
S13	103	S S12 AND PD<=20030820
S14	19	S S13 AND (DESTINATION OR NUMBER()BAG?)
S15	19	RD (unique items)
S16	48	S S11 AND (DESTINATION OR NUMBER()BAG?)
S17	29	S S16 NOT S15
S18	28	RD (unique items)
S19	1154	S (ADD OR ADDS OR ADDING OR APPEND?) AND (INFO? ? OR INFORMATION? OR RECORD? OR DATA) AND S2
S20	1	S (ADD OR ADDS OR ADDING OR APPEND?) (3N) (INFO? ? OR INFORMATION? OR RECORD? OR DATA) (3N)S2
S21	13	S (ADD OR ADDS OR ADDING OR APPEND?) (6N) (INFO? ? OR INFORMATION? OR RECORD? OR DATA) (6N)S2
S22	12	S S21 NOT S20
S23	7	RD (unique items)

? show files

[File 2] **INSPEC** 1969-2005/Aug W3

(c) 2005 Institution of Electrical Engineers. All rights reserved.

[File 6] **NTIS** 1964-2005/Aug W3

(c) 2005 NTIS, Intl Cpyrght All Rights Res. All rights reserved.

[File 8] **Ei Compendex(R)** 1970-2005/Aug W3

(c) 2005 Elsevier Eng. Info. Inc. All rights reserved.

[File 25] **Weldasearch-19662005/Jul** (c) 2005 TWI Ltd

. All rights reserved.

[File 34] **SciSearch(R) Cited Ref Sci** 1990-2005/Aug W4

(c) 2005 Inst for Sci Info. All rights reserved.

[File 36] **MetalBase** 1965-20050829

(c) 2005 The Dialog Corporation. All rights reserved.

[File 65] **Inside Conferences** 1993-2005/Aug W4

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[File 92] **IHS Intl.Stds.& Specs.** 1999/Nov

(c) 1999 Information Handling Services. All rights reserved.

[File 94] **JICST-EPlus** 1985-2005/Jul W1

(c) 2005 Japan Science and Tech Corp(JST). All rights reserved.

[File 95] **TEME-Technology & Management** 1989-2005/Jul W4

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**File 95: Customers in Germany, Austria, and Switzerland should contact their local Dialog representative.*

[File 99] **Wilson Appl. Sci & Tech Abs** 1983-2005/Jul

(c) 2005 The HW Wilson Co. All rights reserved.

[File 103] **Energy SciTec** 1974-2005/Aug B1

(c) 2005 Contains copyrighted material. All rights reserved.

**File 103: For access restrictions see Help Restrict.*

[File 104] **AeroBase** 1999-2005/May

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[File 144] **Pascal** 1973-2005/Aug W3

(c) 2005 INIST/CNRS. All rights reserved.

[File 239] **Mathsci** 1940-2005/Oct

(c) 2005 American Mathematical Society. All rights reserved.

[File 241] **Elec. Power DB** 1972-1999Jan

(c) 1999 Electric Power Research Inst.Inc. All rights reserved.

**File 241: This file is closed (no updates)*

[File 434] **SciSearch(R) Cited Ref Sci** 1974-1989/Dec

(c) 1998 Inst for Sci Info. All rights reserved.

[File 647] **CMP Computer Fulltext** 1988-2005/Aug W2

(c) 2005 CMP Media, LLC. All rights reserved.

[File 315] **ChemEng & Biotec Abs** 1970-2005/Aug

(c) 2005 DECHEMA. All rights reserved.

[File 347] **JAPIO** Nov 1976-2005/Apr(Updated 050801)

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[File 350] **Derwent WPIX** 1963-2005/UD,UM &UP=200555

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**File 350: For more current information, include File 331 in your search. Enter HELP NEWS 331 for details.*

[File 31] **World Surface Coatings Abs** 1976-2005/Aug

(c) 2005 PRA Coat. Tech. Cen. All rights reserved.

[File 248] **PIRA** 1975-2005/Aug W2

(c) 2005 Pira International. All rights reserved.

[File 23] **CSA Technology Research Database** 1963-2005/Aug

(c) 2005 CSA. All rights reserved.

[File 148] **Gale Group Trade & Industry DB** 1976-2005/Aug 31

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[File 160] **Gale Group PROMT(R)** 1972-1989

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[File 16] **Gale Group PROMT(R)** 1990-2005/Aug 31

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[File 623] **Business Week** 1985-2005/Aug 18

(c) 2005 The McGraw-Hill Companies Inc. All rights reserved.

[File 635] **Business Dateline(R)** 1985-2005/Aug 31

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t 18/9/2

18/9/2 (Item 1 from file: 350) Links

Derwent WPIX

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015406526 **Image available**

WPI Acc No: 2003-468667/200344

XPX Acc No: N03-372936

Increasing safety of passenger-carrying flights, identifies both hand luggage and larger items, adding records to both sections of boarding card

Patent Assignee: BROSOW J (BROS-I)

Inventor: BROSOW J

Number of Countries: 101 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200342878	A2	20030522	WO 2002EP12771	A	20021114	200344 B
DE 10156038	A1	20030605	DE 10156038	A	20011115	200345
EP 1444630	A1	20040811	EP 2002791678	A	20021114	200452
			WO 2002EP12771	A	20021114	
AU 2002358011	A1	20030526	AU 2002358011	A	20021114	200464
US 20050012614	A1	20050120	WO 2002EP12771	A	20021114	200507
			US 2004495718	A	20040514	

Priority Applications (No Type Date): DE 10156038 A 20011115

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200342878 A2 G 20 G06F-017/60

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG US UZ VN YU ZA ZM ZW

Designated States (Regional): AT BE BG CH CY CZ DE DK EA EE ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SK SL SZ TR TZ UG ZM ZW

DE 10156038 A1 B64F-001/36

EP 1444630 A1 G G06F-017/60 Based on patent WO 200342878

Designated States (Regional): AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI SK TR

AU 2002358011 A1 G06F-017/60 Based on patent WO 200342878

US 20050012614 A1 G08B-013/14

Abstract (Basic): WO 200342878 A2

NOVELTY - Additionally at the **check in**

(1), hand luggage is allocated identification **information** to be carried by it. Identification allocated to both the given-up luggage and the hand luggage, is **recorded** on both sections of the boarding card.

USE - To increase the safety of passenger-carrying flights.

ADVANTAGE - The method tightens and **records** the link between passenger, identification documents, travel documents and all items of luggage, including cabin items, at all stages of the journey.

Possible exchange of **boarding cards** or hand **luggage** is precluded. Automatic systems are provided for read-out and comparison of the **information**. Further controls, including imaging and automatic recognition of the luggage, are proposed.

DESCRIPTION OF DRAWING(S) - A block flow diagram shows stages of the journey and security precautions (Drawing includes non-English language text)

check in (1)

gate exit (3)

plane (4)

destination (5)

pp; 20 DwgNo 1/1

Technology Focus:

TECHNOLOGY FOCUS - IMAGING AND COMMUNICATION - Hand luggage scanning Hand luggage is imaged, the result being **recorded** on the boarding card and in the central **data** bank. A further scan at the gate exit (3) is compared with the stored **data**.

COMPUTING AND CONTROL - Sensors detect presence of the passenger in the correct seat on board the plane (4); **information** on the hand luggage above, is read and compared automatically. On evaluation an alarm state may be generated, which is stored in the flight **recorder**. Similar controls apply after flight arrival at the **destination** (5).

Title Terms: INCREASE; SAFETY; PASSENGER; CARRY; FLIGHT; IDENTIFY; HAND; LUGGAGE; LARGER; ITEM; ADD; **RECORD**; SECTION; BOARD; CARD

Derwent Class: T01; W06

International Patent Class (Main): B64F-001/36; G06F-017/60; G08B-013/14

International Patent Class (Additional): B64F-001/32; G06K-017/00

File Segment: EPI

Manual Codes (EPI/S-X): T01-J05A; T01-J10B2; W06-B02A5

? t 18/3,k/all

>>>W: KWIC option is not available in file(s): 241

18/3,K/1 (Item 1 from file: 94) [Links](#)

Fulltext available through: [USPTO Full Text Retrieval Options](#)

JICST-EPlus

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00393212 JICST Accession Number: 87A0161710 File Segment: JICST-E

Terminals of international check-in system for Japan Air Lines.

NAGAI SHOICHI (1); YAMASHITA WATARU (1); FUJIWARA TAKASHI (1); FUJIMOTO HIROYUKI (1)
(1) NEC Corp.

NEC Giho (NEC Technical Journal) , 1986 , VOL.39,NO.12 , PAGE.168-173 , FIG.8, TBL.1

Journal Number: G0475BAB ISSN: 0285-4139

Universal Decimal Classification: 656.7 681.3.02:651.2

Language: Japanese **Country of Publication:** Japan

Document Type: Journal

Article Type: Commentary

Media Type: Printed Publication

Terminals of international check-in system for Japan Air Lines. , 1986

Abstract: ...seat reservation terminals, agent terminal, etc. Now, NEC has developed new terminals for an international check-in service system called JALPAS/I (JAL Passenger Automatic Processing

System/International) The CRT/keyboard, Boarding Pass Printer (BPP) and Baggage Tag Printer (BTP) are installed at the check-in counter, and the Boarding Pass Reader (BPR) is installed at the boarding gate. A machine... ..read when handling, and will eliminate the tag selection process or the hand writing of destination at the check- in counter. At the boarding gate, flight number and seat number will automatically be checked when... ..the boarding status in progress can be provided by an airline computer system. Here, the check-in and boarding process in the airport is greatly improved with this terminal system.(author abst.)

Broader Descriptors: ...information system

18/3,K/2 (Item 1 from file: 350) Links
Derwent WPIX
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015406526 **Image available**
WPI Acc No: 2003-468667/**200344**
XRPX Acc No: N03-372936

**Increasing safety of passenger-carrying flights, identifies
both hand luggage and larger items, adding records to both
sections of boarding card**

Patent Assignee: BROSOW J (BROS-I)
Inventor: BROSOW J
Number of Countries: 101 Number of Patents: 005
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 200342878	A2	20030522	WO 2002EP12771	A	20021114	200344	B
DE 10156038	A1	20030605	DE 10156038	A	20011115	200345	
EP 1444630	A1	20040811	EP 2002791678	A	20021114	200452	
			WO 2002EP12771	A	20021114		
AU 2002358011	A1	20030526	AU 2002358011	A	20021114	200464	
US 20050012614	A1	20050120	WO 2002EP12771	A	20021114	200507	
			US 2004495718	A	20040514		

Priority Applications (No Type Date): DE 10156038 A 20011115

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200342878	A2	G	20	G06F-017/60	
Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG US UZ VN YU ZA ZM ZW					
Designated States (Regional): AT BE BG CH CY CZ DE DK EA EE ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SK SL SZ TR TZ UG ZM ZW					
DE 10156038	A1			B64F-001/36	
EP 1444630	A1	G		G06F-017/60	Based on patent WO 200342878
Designated States (Regional): AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI SK TR					
AU 2002358011	A1			G06F-017/60	Based on patent WO 200342878
US 20050012614	A1			G08B-013/14	

**Increasing safety of passenger-carrying flights, identifies
both hand luggage and larger items, adding records to both
sections of boarding card**

Abstract (Basic):

... Additionally at the **check in** (1), hand
luggage is allocated identification **information** to be
carried by it. Identification allocated to both the given-up luggage
and the hand luggage, is **recorded** on both sections of the

boarding card.

... The method tightens and **records** the link between passenger, identification documents, travel documents and all items of luggage, including cabin items, at all stages of the journey. Possible exchange of **boarding cards** or hand **luggage** is precluded. Automatic systems are provided for read-out and comparison of the **information**. Further controls, including imaging and automatic recognition of the luggage, are proposed...

...**check in** (1...

...**destination** (5

Technology Focus:

... Hand luggage scanning Hand luggage is imaged, the result being **recorded** on the boarding card and in the central **data** bank. A further scan at the gate exit (3) is compared with the stored **data**.

...

...Sensors detect presence of the passenger in the correct seat on board the plane (4); **information** on the hand luggage above, is read and compared automatically. On evaluation an alarm state may be generated, which is stored in the flight **recorder**. Similar controls apply after flight arrival at the **destination** (5).

...Title Terms: **RECORD**;

18/3,K/3 (Item 1 from file: 148) Links

Gale Group Trade & Industry DB

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11239608 **Supplier Number:** 55353586 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Visionics Corporation and Symbol Technologies Enable New Class of 2D Bar Code Applications.

Business Wire , 1228

August 5 , 1999

Language: English

Record Type: Fulltext

Word Count: 788 **Line Count:** 00069

...boarding passes and visitor badges.

A typical airline industry application would work as follows. Upon **check-in**, a passenger's picture would be taken, during which time FaceIt(R) would automatically capture...

...the face onto a 2D bar code which would then be printed directly on the **boarding pass** and/or **luggage** tag along with the standard flight and **destination information**. As the passengers board the plane, their boarding passes would be scanned using standard equipment...

...bar coding. It answers the need to capture, store and transfer hundreds of bytes of **data** inexpensively and hence has great appeal for biometrics.

"We are very pleased to see that...

...engine, a single biometric facial template can be encoded in eighty-four (84) bytes of **data**. This template maintains the full accuracy of the engine and can be used in one...

...leaving ample left-over space which can be used to code for other non-biometric **information**.

About Visionics Corporation

Headquartered in Jersey City, New Jersey, Visionics Corporation is the leading developer...

...CCTV systems, large-scale identification systems for combating ID fraud, mass-market authentication systems for **information** security and e-commerce. More **information** on Visionics can be accessed via the Company web site at <http://www.visionics.com>...

...at 201-332-9213.

About Symbol Technologies

Symbol Technologies is a global leader in mobile **data** management systems and services with innovative customer solutions based on wireless local area networking for voice and **data**, application-specific mobile computing and bar code **data**

capture. Symbol's wireless LAN solutions are installed at more than 45,000 customer locations...

...transportation and distribution logistics, parcel and postal delivery, healthcare, education, manufacturing and other industries. Customer **information** is available from Symbol at 800-722-6234 and www.symbol.com. Press **information** is available from Doug Picker at Symbol Technologies, Inc., 516-738-4699 or by e...

19990805

18/3,K/4 (Item 2 from file: 148) Links

Gale Group Trade & Industry DB

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08870351 Supplier Number: 18567631

Cyberspace direct: airlines embrace distribution through the Internet and World Wide Web but worry about a wrong choice.(Information Technology)(includes related articles on airline proprietary software and mobile computing technology)

Feldman, Joan M.

Air Transport World , v33 , n8 , p89(3)

August , 1996

ISSN: 0002-2543

Language: English

Record Type: Fulltext; Abstract

Word Count: 2899 Line Count: 00235

...embrace distribution through the Internet and World Wide Web but worry about a wrong choice.(Information Technology)(includes related articles on airline proprietary software and mobile computing technology)

...Internet, for distribution and many other business functions, dominated IATA's 10th annual meeting on **information** management, even though other technologies were included on the program and IATA was to host ...

...costs (ATe, 6/96).

Bruce Rogow, a consultant with Gartner Group, projects that 25% of **information** technology will be mainframe-based, 25% client-server, 25% will use the Net's ;* World...

...says 55 of its 230 members have Web sites, though fewer than 20 display schedule **information** and only two-- British Midland and Alaska Airlines--offer standard bookings. Southwest Airlines, while not...

...on the Web. But when ATW queried its system for seats to a normally inexpensive **destination**, the fare was far more than that shown in newspapers or teletext. The degree of...that go well beyond distribution. Herman J.M. van de Vijver, KLM's head of **information** services, laments that carriers aren't maximizing IT benefits. But he maintains: "The skills and...

...biggest airlines buying solutions from us, when we talk about outsourcing, we mean the whole **data** center and all of its applications. That's the trend I see." This despite debate...

...baggage tracing, fraudulent ticket identification and credit card verification. The need to share systems and **information** beyond sales and marketing to functions such as crew, flight and maintenance coordination, should be...

...cards" are moving into airlines and airports. For example, Lufthansa travelers have smart cards for **check-in** and credit purchases. Automated card readers can recognize stored **data** even if the so-called "contactless card" never comes out of a traveler's wallet. Smart cards eventually will permit home ticketing and home **check-in**, as well as the more mundane tasks of reservations, lounge access, registering frequent-flier points...

...shouldn't panic, since antennae can be added to ATB2 readers to recognize smart-card **data**. But Bob Vis, head of **information** systems at Amsterdam Schiphol Airport, declared at an ACI computer gathering that ATB "has no...

...are using fingerprints for their biometric profiles. Face recognition is a possibility. But using different **data** and technical standards for different countries seems to defeat the purpose of electronic processing for...

...that he thinks airport users could save a lot of money by sharing a single **information** system.

"The use of networked **information** can allow the use of generally available **data** for ...particular operational application (such as an aircraft landing, gate, ground time) without compromise of secured **data** but with the advantage of common, accurate, timely **data** from one source of multiple users." Hardware platforms and applications would be up to the...

...Wheat's suggestion raises questions among airlines and airports over which party should provide operational **data** and whether the provider "owns" the **data**. If so, can the provider charge for it? And what about passenger **data**, which airlines hold as tightly as possible? Which is proprietary, which could be put into a database and anyway, isn't the transformation of **data** into **information** what counts?

By most accounts, Schiphol is a technology leader among airports. Vis predicts that many traveler-related tasks-- **check-in, baggage, boarding passes**, clearance, shopping and banking--will be self-service or automated. But not all technical ideas work out. Frankfurt experimented with off-airport **check-in** but the inability to handle travelers not needing baggage checked along with those who did...

...assign seats, issue boarding passes and ticketless receipts, make reservations, display schedules and frequent-flier **data**, and print bag tags and itineraries. Nothing, though, about washing dishes.

PSSSST! WANT TO SEE...

...example, Mercator, Emirates' recently formed services company, has linked with Swissair's Atraxis, formerly Swissair **Information Services**. Royal Brunei Airlines, dissatisfied with existing packages, is starting from scratch--a luxury few...

...and airport tasks such as cargo and baggage loading, ramp operations,

maintenance, weight and balance, **check-in**,
in-flight sales, in-terminal market research and building maintenance.
Delta has supplied its worldwide...

19960800

18/3,K/5 (Item 3 from file: 148) Links
Gale Group Trade & Industry DB
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08823943 **Supplier Number:** 18512019 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Heidiland Bernina Express. (rail travel across Switzerland)

Brunhouse, Jay
International Travel News , v21 , n5 , p90(5)
July , 1996
ISSN: 0191-8761
Language: English
Record Type: Fulltext
Word Count: 1516 **Line Count:** 00120

...and Swissair (phone 800/221-4750) for inviting me on their "Mountain Trains" trip. For **information**, contact Switzerland Tourism, 608 Fifth Ave., New York, NY 10020; phone 212/757-5944.

Swissair is the only transatlantic airline to allow you to **check in** with your **luggage** and receive your **boarding pass** in advance at 24 Swiss railroad stations. When you reach Zurich or Geneva airport, just...
...In reverse, you can send your luggage from the U.S. directly to your Swiss **destination's** train station so that you don't have to pick it up from the...

19960700

18/3,K/6 (Item 4 from file: 148) Links
Gale Group Trade & Industry DB
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07882225 **Supplier Number:** 16880331 (USE FORMAT 7 OR 9 FOR FULL TEXT)
People's choice: Italy continues to be a favored destination for overseas travelers.((Travel Weekly 1995 Supplement))

Travel Weekly , v54 , n34 , p13(3)
May 1 , 1995
ISSN: 0041-2082
Language: ENGLISH
Record Type: FULLTEXT; ABSTRACT
Word Count: 2082 **Line Count:** 00173
People's choice: Italy continues to be a favored destination for overseas travelers.((Travel Weekly 1995 Supplement))

"Europe is the number one **destination** for Americans abroad,
and Italy is one of the most favored because of its art...

...up to now had the impression they would be cut off from a long distance
destination."

According to Petti, an estimated 2.4 million Americans visited Italy
in 1994, compared to...

...alliance also includes coordinated schedules allowing multiple
connecting flights in Newark and Italy, through passenger

check-in to final destination,
boarding passes and through **baggage**

service, enhanced frequent flyer agreements for members of both airline's
plans, plus joint advertising...Overall, we expect another 10% to 15%
increase for 1995. Italy is a very attractive **destination**, the
dollar is strong, and Italy is also very combinable with several other
popular destinations...

...and the possibility of a new program to promote Italy as a meetings and
conventions **destination**.

Petti said his office has hired a market research firm to provide an
in-depth...also is computerizing its North American offices, enabling each
to have access to the same **information**. "It's very important
in these times to have constant monitoring of the market and...

19950501

18/3,K/7 (Item 5 from file: 148) Links

Gale Group Trade & Industry DB

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06461015 **Supplier Number:** 13164655 (USE FORMAT 7 OR 9 FOR FULL TEXT)

UNITED AIRLINES ANNOUNCES 'INSIDETRACK,' A NEW PROGRAM WITH SUPERSHUTTLE AND PARK ONE FOR EASY ACCESS TO LOS ANGELES INTERNATIONAL AIRPORT

PR Newswire , p0602NY048

June 02 , 1993

Language: ENGLISH

Record Type: FULLTEXT

Word Count: 542 **Line Count:** 00044

Text:

...U.S. domestic destinations can take advantage of the airline's new "InsideTrack" curbside flight **check-in** when they arrive at Los Angeles International Airport via SuperShuttle's door-to-door ride...

...marketing.

 SuperShuttle Service

 InsideTrack customers simply give the SuperShuttle van driver their name, flight number, **destination** and number of bags they have for **check-in** (a maximum of two bags is allowed for this service) as they board the van. The **information** is dispatched to United while the van is en route to Los Angeles International Airport. On arrival, a United employee greets passengers curbside, checks their **baggage** and hands them **boarding passes** so they can proceed directly to the gate.

 SuperShuttle has established a toll-free reservations...

...give the van driver their name, flight number and number of bags they have for **check in** (a maximum of two bags is allowed for this service). En route to the terminal, the **information** is dispatched to a United employee who greets the van on arrival, checks the customers' **luggage** and hands them **boarding passes**.

 Park One offers discounts on self-parking and valet parking to all United customers, plus...

19930602

18/3,K/8 (Item 6 from file: 148) Links

Gale Group Trade & Industry DB

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05850440 **Supplier Number:** 12149467 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Just the ticket. (automated handling of baggage and passengers at airports improves airlines' service, security, punctuality)

Airline Business , p44(3)

April , 1992

ISSN: 0268-7615

Language: ENGLISH

Record Type: FULLTEXT

Word Count: 2304 **Line Count:** 00195

...airline passenger automation software packages. To do that, they are looking to computer-coded tickets, **boarding passes** and **luggage** tags to reduce the need for passengers to interact with airline personnel, starting at kerbside **check-in** and extending to the ticket counter and airside boarding gates. Despite the potential for significant...

...coded luggage tags and magnetically encoded tickets and boarding passes. The goal is to collect **data** gleaned from encoded tickets at its several automated kerbside **check-in** booths, ticket counters and boarding gates at the airport.

Other carriers have similar North American...

...All these efforts follow installation of local area networks - closed-loop computer systems -that read **data** from a magnetic strip on a document and distribute it throughout an airline's network.

Using the same **data** at the originating airport to guarantee positive match of baggage to a ticketed passenger is...

...the greatest benefits to airlines. Ultimately, United's goal is the rapid collection of passenger **data** generated at boarding gates throughout its system, followed by rapid integration into the company's...

...computer. Ideally, a small station like Philadelphia could quickly and easily 'hand off more timely **information** to the hub,' says Lynda Oros, United's senior staff automation analyst and manager of...

...big dividends. The payoff from airport automation comes when a carrier generates up-to-date **information** at boarding gates and quickly passes it to the hub, where the **information** is incorporated into an dynamic computer model which suggests quick responses to demand fluctuations at...

...airline management must apply technology to core business objectives, says Max Hopper, senior vice president, **information** systems at American Airlines' parent AMR Corp. **Information** technology's

role has always been to help organisations solve critical business problems, or to deliver new services through the collecting of **data**, and turning that **data** into valuable **information**, he adds.

Standardised processes like airline ticketing and boarding are prime candidates for technological overhaul...with the customer,' says Oros. That translates into personnel searching less for needless computer-generated **information** and documentation and spending more time interacting with the customer, says Susan Nelson, United's...

...automation, the customer must enjoy some tangible additional benefits. There are at least four. First, **data** generated from luggage tags serve as the basis of baggage tracking throughout the journey. Tracking...

...boarding an incorrect flight. Third, automated boarding pays big dividends in terms of increased security. **Data** generated by using the encoded boarding pass at the gate are matched with that scanned earlier off a computer-coded baggage tag when luggage is checked. **Data** reconciliation guarantees a positive match, meaning that no unaccompanied baggage is loaded aboard the aircraft...

...cent of all checked bags, any reduction in claims is welcome.

Using automated printers for **luggage** tags, tickets and **boarding passes** also increases efficiency. They allow United personnel to cut the time required to process each passenger at kerbside **check-in**, ticket counter or gate by 30 to 60 seconds. Those gains would translate into a...

...staff,' she adds.

Other industry specialists point to similar levels of potential efficiency improvement. 'Automated **data** capture at **check-in** counters and use of self-service devices will generate a productivity gain of around 10 per cent,' says Brion at Air France.

For United, the bigger dividend from baggage-related **information** and other **data** comes from increased efficiency at the hub. Using baggage tracking **data**, for example, United cargo agents improve efficiency of ramp transfers at hub airports. Agents know...

...the maximum number of standby passengers is accommodated. To do this, gate agents rely on **information** gleaned from encoded boarding passes to get an accurate, up-to-the-minute accounting and...

...When United eventually activates devices that read the magnetic coding on passenger tickets and match **information** with that on a related boarding pass, it will enjoy two significant benefits: virtual elimination of costly manual ticket processing, and quicker payment. The ticket's magnetically encoded strip contains **information** that travels to an airline's mainframe computer and reduces float time, the period between...

...accounting system, which a fully automated airport will make obsolete.

The magnetic strip's large **data** storage capability gives airlines the option of differentiating themselves from competitors. While IATA requires certain standard **information** on the ticket - such as passenger name, **destination** and flight number - there is ample room for a carrier to enter a range of other proprietary **data**. That **data** storage block could include credit card payment verification, customs declaration documents and hotel confirmations.

Moreover, airlines can also read and use standard **information** on a ticket or boarding pass issued by another carrier. Such **information** could facilitate the boarding of interline passengers or the crediting of frequent flyer mileage among...

19920400

18/3,K/9 (Item 7 from file: 148) Links

Gale Group Trade & Industry DB

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05451741 **Supplier Number:** 11198956 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Do special promotional programs increase profits or losses? (airline marketing strategies)(includes related article on how marketing professionals view airline advertising)

Lyon, Mark W.

Airline Executive International , v15 , n8 , p46(4)

August , 1991

ISSN: 1051-631X

Language: ENGLISH

Record Type: FULLTEXT

Word Count: 3368 **Line Count:** 00260

...you try to differentiate yourself."

In Frankfurt, Vienna, and Paris, Lufthansa passengers will find a **check-in** counter in the lobby of the airline's partner hotels. "You go downstairs to checkout, the bellman takes your **luggage**, you receive your **boarding pass** and you are free until your flight departs. You do not need to contact another...

...decide what the local problem is, fear of flying, not wanting to leave home, a **destination** is unsafe, or whatever, and then we respond with micromarketing," Nicol said.

Cathay also decided to begin to promote Hong Kong as a **destination**. Its new Supercity campaign is designed to overcome Hong Kong's reputation as congested and...up with the same number of passengers and less revenue. Other kinds of promotions, namely **destination** campaigns, have been more successful at diverting traffic for more carriers.

Cathay strongly promoted its...When American put its entire route system on sale earlier this year, many reservations sites **recorded** a 100 percent increase in phone calls, Williams said.

PHOTO : Lufthansa's Michael Diehl

PHOTO...

19910800

18/3,K/10 (Item 8 from file: 148) Links
Gale Group Trade & Industry DB
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05206617 **Supplier Number:** 10759766 (USE FORMAT 7 OR 9 FOR FULL TEXT)
L.A. has everything to offer the business traveller. (Destination Primer, part 2)(Special Report: Travel)

Green, Carolyn; Cox, William
Financial Post , p36(1)
April 27 , 1991
ISSN: 0015-2021
Language: ENGLISH
Record Type: FULLTEXT
Word Count: 2921 **Line Count:** 00232
L.A. has everything to offer the business traveller. (Destination Primer, part 2)(Special Report: Travel)

...available to major car-rental centres, and hotels and motels near the airport. Consult the **information** board in the baggage-claims areas where a direct **information** telephone line is provided. *
Taxis are at marked stands at each terminal. Fare from the...

...US\$25. * Limousine service, if not prearranged, may be obtained by using the Hotel/Bus **information** board and direct phones in the **baggage-claims** area. Limos **board passengers** at the curb, immediately outside each terminal. *
Short-haul public transportation operates from the City...

...Angeles Airport, Westchester, Culver City and West Los Angeles. Fares vary depending on the final **destination**.

Santa Monica City Bus operates between the airport, Marina del Ray and Westwood. Fares are determined by trip distance. *
Information and tickets for long-haul public transit may be obtained at sidewalk booths directly in...

...two DASH routes travel within a few blocks of the major downtown attractions. For additional **information** while in L.A., call 1-800-8-SHUTTLE.

Metro Blue Line, which opened July...Biltmore Gold Service and Biltmore Club packages.

Gold service features a separate lobby for express **check-in** and check-out, complimentary continental breakfast, use of the hotel's health club, free newspapers...with a photograph -- such as a driver's licence or valid passport -- is recommended.

Tourist **information**

Before leaving home, contact the Los Angeles Convention & Visitors Bureau for **Information**, brochures and maps. The address is:
515 South Figueroa St., Los Angeles, Calif., 90071-9971...

19910427

18/3,K/11 (Item 9 from file: 148) Links

Gale Group Trade & Industry DB

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04902688 **Supplier Number:** 09258194 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Whose product? (airline product differentiation trends as compared with trends from other industries)

Kahn, Robert

Airline Business , p44(4)

Dec , 1990

ISSN: 0268-7615

Language: ENGLISH

Record Type: FULLTEXT

Word Count: 3403 **Line Count:** 00273

Text:

...time developing substantive product differentiation. Passenger carriers have the opportunity to explore improvements in airport **check-in**, food service and entertainment. Robert Kahn, executive director of design consultants Landor Associates, examines innovations...

...come directly from businesses like hotels, restaurants, banks and entertainment companies. Companies with proven track **records** for innovation - like Disney, Hyatt, Sony and Citicorp - continue to be sources of good ideas...

...are similar to customer experiences in other industries. The five basic airline experience modules are **destination** planning, airport **check-in**, pre-board, in-flight and arrival. Airlines should strive to be innovative and to generate...

...by a skycap, an idea that directly mirrors the bell captain at a hotel. While **checking** in, the passenger - just like the hotel guest - wants to know if the accommodation will...of the most stressful, is the series of transaction activities conducted at the airport. Ticketing, **check-in** and boarding, not to mention security clearance, all have one thing in common - waiting in...

...rather than the "passengers with ticket."

Many banks have explored innovative ways to facilitate the **check-in** process, either by using a higher level of technology or through personal service. Bankers are...

...and only occasionally makes eye contact. There's not much difference between a bank teller **checking** your current account balance and an airline ticketing agent reviewing your itinerary.

According to American...

...ticket agents, there is a demonstrable improvement over the norm. The idea of consolidating airport **check-in** lines into one centrally fed queue came about because American Airlines' headquarters in the late...

...area until their number is called. This is clearly not feasible in most crowded airport **check-in** areas, but may be possible in airport lounges or at smaller airports. Citibank has installed ...

...instant teller" machines for airline customers. These could print tickets and provide access to flight **information** at remote locations in order to speed up airport **check-in**.

Some airlines are trying to streamline **check-in** procedures. Lufthansa now offers advance **check-in** from two locations in Manhattan where passengers, on the morning of their departure, can deposit their **luggage** and receive a **boarding pass**. In Europe, Lufthansa provides **check-in** counters at 10 different hotels. In Tokyo's downtown terminal, passengers can **check in** and obtain a boarding pass before catching a bus to Narita airport. SAS now has in-town **check-in** at 40 remote locations. And Air New Zealand has a concierge at three gateways -Auckland, Sydney and London.

In Scandinavia SAS is now accepting telephone **check-in**. If the idea works, the airline has promised to extend the practice worldwide. Passengers with...

19901200

18/3,K/12 (Item 10 from file: 148) [Links](#)
Gale Group Trade & Industry DB
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02828035 **Supplier Number:** 04227787 (USE FORMAT 7 OR 9 FOR FULL TEXT)
SAS feels heat from internal, external pressures.

Reed, Arthur
Air Transport World , v23 , p30(5)
May , 1986
ISSN: 0002-2543
Language: ENGLISH
Record Type: FULLTEXT
Word Count: 2810 **Line Count:** 00208

...larger serving tables, an electronic panel in the back of each seat for games or **information** displays, and quickly movable seats, passenger service units, cabin divider and lavatory modules.
The cabin...

...interested in traveling from A to B,' he went on. SAS had therefore introduced its **destination** service, as part of which the full-fare traveler had a separate **check-in**, lounges at main airports, could book hotels, transportation between airport and hotel, car-rental--"You...

...booking.' In SAS hotels or those associated with it, full-fare passengers are able to **check-in** in the lobby, hand over their **luggage**, and receive a **boarding card** and seat-selection slip. SAS is also keeping track of the nationalities of businessmen on...

19860500

18/3,K/13 (Item 1 from file: 16) Links

Gale Group PROMT(R)

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12237118 **Supplier Number: 131651164 (USE FORMAT 7 FOR FULLTEXT)**

Alaska Cruise Guests Sail Through Airline Check- In Process; Innovative Onboard Check- In Program - Quick And Convenient For Customers.

PR Newswire , p NA

Sept 30 , 2003

Language: English **Record Type:** Fulltext

Document Type: Newswire ; Trade

Word Count: 840

(USE FORMAT 7 FOR FULLTEXT)

Alaska Cruise Guests Sail Through Airline Check- In Process; Innovative Onboard Check- In Program - Quick And Convenient For Customers.

Text:

...Alaska Airlines today announced the successful completion of a 10-week pilot program called "Onboard **Check-in** and Luggage Valet." The innovative program allowed participating cruise guests to conduct their airline and luggage **check-in** for their return flights home while still onboard their cruise ship.

The program allowed guests to bypass the traditional **check-in** process at the Vancouver International Airport, adding convenience and saving time. Results show that Onboard **Check-in** and Luggage Valet saved guests 45 minutes to two hours, compared to the traditional airport **check-in** process.

Some 2,170 passengers participated in the pilot program, which ran from July 13...

...Canadian authorities and the U.S. Transportation Security Administration approved and oversaw the program.

Onboard **Check-in** and Luggage Valet was designed for U.S. residents cruising to Alaska on Royal Caribbean...

...end of the fourth day of their one- week cruise, participating guests confirmed their flight **information** and number of bags to be checked. Based on this **information**, boarding passes were printed by airline staff at the Vancouver International Airport. When the ship arrived at the Port of Vancouver, guests were given their **boarding passes** and **luggage** claim checks, were taken by bus to Vancouver International Airport, and were processed through security...

...directly to their aircraft. Guests then picked up their luggage normally upon arrival at their **destination** airport.

The companies and government agencies involved now will review the program to further refine it and determine to what extent it could be permanently implemented in the future.

"Onboard **Check-in** and Luggage Valet made returning home easier than ever for our guests," said Nick Hafner...

...locate their luggage, transport it to the airport, or stand in long lines waiting to **check-in**. And, because of our control over the luggage, the program actually improves security. This is ...

...growing part of the Vancouver International Airport's customer base," said Kevin Molloy, vice president, **Information** Technology for the Vancouver International Airport Authority. "This program is an example of how the...

...to have helped lead the development and implementation of this very successful onboard cruise ship **check-in** program, and we look forward to the opportunity of offering this convenience to all of...

...unique land-tour vacations in Alaska, Canada and Europe through its cruise-tour division. Additional **information** can be found on <http://www.royalcaribbean.com/>, <http://www.celebrity.com/> or <http://www...> ...as the #1 airport in North America by the International Air Transport Association. For further **information** visit <http://www.yvr.ca/>

Air Canada provides scheduled and charter air transportation for passengers...

20030930

18/3,K/14 (Item 2 from file: 16) Links

Gale Group PROMT(R)

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12228199 Supplier Number: 131638287 (USE FORMAT 7 FOR FULLTEXT)

Delta Air Lines Improves Customer Service During Flight Delays and Cancellations; Comprehensive Solutions Include New Technology, Customer Service Roles.

PR Newswire , p NA

Oct 29 , 2003

Language: English Record Type: Fulltext

Document Type: Newswire ; Trade

Word Count: 490

(USE FORMAT 7 FOR FULLTEXT)

Text:

...as flight delays and cancellations. Delta will offer its customers more options, including improved gate **information** display and gate reader technology, Delta Direct phones in airport concourses, enhanced lobby kiosks, and...

...irregular operations. Also
available in 66 airport lobbies.

- Delta Direct agents can rebook passengers, issue **boarding passes**, recheck **baggage**, and more.

- New self-scanners positioned near Delta Direct update customers on flight status.
- More...

...Readers

- More than 800 gate readers are enhanced to provide customers with new flight/gate **information**.
- Customers can scan their previous boarding document or other bar coded document and receive an...

...will dispense amenity vouchers.

- With new gate reader technology, the customer can obtain new flight **information** in seconds.
- Enhanced Kiosk Functionality

- When flight interruptions happen, Delta kiosk customers will be advised at **check-in** and can select a new flight from a list of alternatives.
- Delta has more than...

...airports, and will have more than 850 by the end of the year.

- New Gate **Information** Display Screen (GIDS) Feature
 - Delta's GIDS product, the most advanced in the industry, will display customers' new flight and gate **information** and their boarding status at the new departure gate.
 - Delta has more than 480 GIDS...

...a flight inconvenience, keeping them informed, and getting them on the way to their final **destination**," said Cordell.

Delta's new service recovery solutions will be available in Delta's 81...

...global airline alliance that provides customers with extensive worldwide destinations, flights and services. For more **information**, please go to delta.com .

CONTACT: Corporate Communications of Delta Air Lines, Inc., +1-404

...

20031029

18/3,K/15 (Item 3 from file: 16) Links
Gale Group PROMT(R)
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12222763 **Supplier Number: 131631867 (USE FORMAT 7 FOR FULLTEXT)**

Delta Makes Holiday Travel Easier Than Ever for Atlanta Customers; Delta employees and industry-leading technology add speed, convenience at world's busiest airline hub.

PR Newswire , p NA

Nov 18, 2003

Language: English **Record Type:** Fulltext

Document Type: Newswire ; Trade

Word Count: 784

Delta domestic SkyMiles members using e-tickets can bypass airline **check-in** lines and proceed directly to security and on to their gate by using Online **Check In** at delta.com and printing boarding passes up to 24 hours before flight departure. Customers can also use any of the 76 self-service kiosks to **check in**, receive **boarding cards** and check **bags** usually in less than 60 seconds. Voice announcements with answers to frequently-asked customer questions...

...such as flight delays and cancellations.

Additionally in Atlanta, Delta employees are welcoming customers in **check-in** areas and on the concourses, directing them to the fastest and most appropriate **check-in** option, and assisting them with self-service technology, as needed. To thank customers for their...

...belongings to send through security, "Welcome to Atlanta" packs that include special coupons and local **information**, and fun kits for kids.

Delta and its SkyMiles members are making it easier for...

...leaving for the airport by visiting delta.com or flysong.com . Instant access to flight **information** is also available by phone using Delta's Flightline at 1-800-325-1999. Delta...

...at the gate at least 15 minutes before flight departure.

Use delta.com for advance **check-in**, to view airport wait times and more - Domestic SkyMiles customers with an e-ticket may use delta.com to **check in** and print boarding passes up to 24 hours in advance of their flight. Once at...

...their gate. Customers can also use delta.com to purchase tickets, obtain real-time flight **information**, select seat assignments, and sign up to receive flight status notifications via e-mail or mobile device. In addition, customers may check estimated airport wait times for curbside

check in, ticket counters, and security check points.

Pre-order meals on Song - Customers flying Song, Delta...

...Passengers 18 years of age or older are required to show proper photo identification when **checking in** at the ticket counter and at security checkpoints.
- Remember baggage restrictions - Passengers may not...

...as the holiday wrapping might be damaged or destroyed during security searches.

AT THE AIRPORT

Check in options:

- Curbside - Take advantage of curbside **check-in** to help reduce their wait times. Passengers may check delta.com for a list of cities offering curbside **check-in**.

- Self-service kiosks - E-ticketed customers have access to 76 kiosks at Hartsfield-Jackson International Airport where they can **check in**, issue **boarding cards** and check **bags** in usually less than 60 seconds.

Dedicated customer service agents are available to assist with...

...through the security checkpoint to the gate area.

ON BOARD AND UPON ARRIVAL AT FINAL **DESTINATION**

Relax and enjoy your flight! Happy Thanksgiving!

Delta Air Lines, the world's second largest...

...global airline alliance that provides customers with extensive worldwide destinations, flights and services. For more **information**, please go to delta.com .

CONTACT: Corporate Communications of Delta Air Lines, Inc., +1-404

...

20031118

18/3,K/16 (Item 4 from file: 16) Links

Gale Group PROMT(R)

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12222762 **Supplier Number: 131631866 (USE FORMAT 7 FOR FULLTEXT)**

Delta Makes Holiday Travel Easier Than Ever for Customers; Delta employees and industry-leading technology add speed, convenience during busiest travel season.

PR Newswire , p NA

Nov 18 , 2003

Language: English **Record Type:** Fulltext

Document Type: Newswire ; Trade

Word Count: 747

Delta domestic SkyMiles members using an electronic ticket can **check in** and print boarding passes from the comfort of their homes or offices at delta.com up to 24 hours before their scheduled flight departure. These customers can then bypass airline **check-in** lines and proceed directly to security and on to their gate upon arrival at the airport. More than 800 self-service kiosks are available for Delta customers to **check in**, issue **boarding cards** and check **bags** usually within 60 seconds.

Additionally, Delta employees are welcoming customers in **check-in** areas and on the concourses, directing them to the fastest and most appropriate **check-in** option, and assisting them with self-service technology, as needed. Voice announcements with answers to...

...leaving for the airport by visiting delta.com or flysong.com . Instant access to flight **information** is also available by phone using Delta's Flightline at 1-800-325-1999. Delta...

...at the gate at least 15 minutes before flight departure.

Use delta.com for advance **check-in**, to view airport wait times and more - Domestic SkyMiles customers with an e-ticket may use delta.com to **check in** and print boarding passes up to 24 hours in advance of their flight. Once at...

...their gate. Customers can also use delta.com to purchase tickets, obtain real-time flight **information**, select seat assignments, and sign up to receive flight status notifications via e-mail or mobile device. In addition, customers may check estimated airport wait times for curbside **check in**, ticket counters, and security check points.

Pre-order meals on Song - Customers flying Song, Delta...

...Passengers 18 years of age or older are

required to show proper photo identification when **checking in** at the

ticket counter and at security checkpoints.
- Remember baggage restrictions - Passengers may not...

...as the holiday wrapping might be damaged or destroyed during security searches.

AT THE AIRPORT

Check-in options:

- Curbside - Take advantage of curbside **check-in** to help reduce wait

times. Passengers may check delta.com for a list of cities offering curbside **check-in**.

- Self-service kiosks - E-ticketed customers have access to more than 80
0

kiosks at 81 airports nationwide where they can
check in, receive

boarding cards and check
bags in usually less than 60 seconds.

Dedicated customer service agents are available to assist with...

...through the security checkpoint to the gate area.

ON BOARD AND UPON ARRIVAL AT FINAL **DESTINATION**

Relax and enjoy your flight! Happy Thanksgiving!

Delta Air Lines, the world's second largest...

...global airline alliance that provides customers with extensive worldwide destinations, flights and services. For more **information**, please go to delta.com .

CONTACT: Corporate Communications of Delta Air Lines, Inc., +1-404

...

20031118

18/3,K/17 (Item 5 from file: 16) Links

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10636567 **Supplier Number: 106173434 (USE FORMAT 7 FOR FULLTEXT)**

Hotels need to add guest services for airport-weary travelers. (Consultant's Corner / At Your Risk).

Marshall, Anthony

Hotel & Motel Management , v 218 , n 12 , p 10

July 7 , 2003

Language: English **Record Type:** Fulltext

Document Type: Magazine/Journal ; Trade

Word Count: 997

...valet parking stand. For \$10 per adult passenger, the attendant issues the travelers their airline **boarding passes**, **luggage** receipts and coupons entitling them to use an airport VIP security line. Travelers don't have to deal with their luggage again until their final airport **destination**.

"That's a perfect example of evolving services to meet today's needs," I told...Hotels should install an electronic billboard above the front desk to share this type of **information** with travel-weary guests.

Recently, I was shocked to find out it would take more...is constant these days. I've noticed more hotels request a photo identification card at **check-in**. That's okay with me--the more security the better--but in the time it...

20030707

18/3,K/18 (Item 6 from file: 16) Links

Gale Group PROMT(R)

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10396656 Supplier Number: 100448679 (USE FORMAT 7 FOR FULLTEXT)

Air Power -- The Las Vegas airport has more than recouped its investment in common-use equipment, leading the way for other U.S. airports to eliminate proprietary airline systems that track flights, passengers and baggage.

Joachim, David

Network Computing , p 32

April 17 , 2003

Language: English Record Type: Fulltext

Document Type: Magazine/Journal ; Trade

Word Count: 5034

...me just cost me tens of thousands of dollars in productivity.' "

The message was clear: **Information** was as important to airport operations as terminals and runways, and Walker was going to...

...much so that he has taken control of all the front-end systems that present **information** about flights, passengers and personnel throughout the airport. His staff runs just about every system in the complex, from the flight-**information** displays to the baggage-tag printers, an approach rarely found in U.S. airports.

And...

...airlines no longer have to maintain their own systems, passengers get more reliable and accurate **information**, and the airport has saved more than \$100 million by letting carriers share gates and...

...t part of the International Air Transport Association (IATA), the body that sets standards for **boarding passes**, **baggage** tags and other documents. This organization makes sure passenger **data** is formatted similarly enough across airlines that it's transferable. Thanks to IATA, if your itinerary takes you on multiple airlines, you don't have to fetch your bags and **check in** again. If Southwest is part of your travel plans, ... kiosks, which officials call CUSS. Passengers can use these touch-screen terminals to print out **boarding passes** and **bag** tags for travel with any airline.

"Everybody's logo is on the touch screen," Walker...

...all of which "function just as their normal application would," says Sam Ingalls, McCarran's **information** systems manager.

McCarran is also footing the \$2.5 million bill to deploy the kiosks

...

...self-service kiosks inside hotels on the Las Vegas strip. Passengers will be able to **check in**, print a **boarding pass** and **bag** tags, and give

their baggage to handlers to take to the airport. These Windows 2000...

...airport, only they're connected to the airport over 56-Kbps WAN circuits. Off-site **check-in** would be impossible without common-use equipment, because hotels would never devote enough space for...calls.

Care and Feeding

In addition to the 30 IT staffers McCarran employs, five Electronic **Data** Systems technicians work on site. They help maintain the network and develop improvements to the flight **information** display systems (FIDS) that tell passengers when planes are arriving and departing. Marty Beeman, an...

...McCarran, says he's working on several display improvements, including voice recognition and emergency messaging.

Information about departures and arrivals is also integrated across airlines. Displays carry flight **information** for all the airlines, whereas in most domestic airports each carrier has its own screens. What's more, McCarran controls which flight **data** is shown to passengers. The airlines' **data** is used by default, but several times per minute that **data** is checked against the FAA's logs, and if the airline is off by 12...

...give the airlines the benefit of the doubt that they are trying to keep their **information** as accurate as possible, so we don't want to say, 'OK, if you're...

...advantage over many other U.S. airports because it's a so-called origin and **destination** airport; people don't generally fly through Vegas, they fly to it. This means no...tenant airlines no longer have to maintain proprietary terminals, passengers get more up-to-date **information**, and the airport has saved more than \$100 million by sharing gates and ticket counters...rules."

Chief difference between McCarran and other airports: "We're the second-largest origin-and-**destination** (nonhub) airport in the world, behind LAX (Los Angeles International); 92 percent of our passengers ...

...I don't like to gamble."

Biggest bet ever made: "25 cents."

Samuel G. Ingalls

INFORMATION SYSTEMS MANAGER

At Work: Visioning and managing IT and telecommunications services at one of the...

...space."

Gerard Hughes

SENIOR NETWORK ANALYST

At Work: Responsible for McCarran's operational and administrative **data** networks; airport telecommunications networks; and operational pagers, cell phones and trunked radios

At Home: 43...

...jazz library

Alma Mater: Community College of the Air Force, A.A.S in management **information** systems; Community College of Southern Nevada, A.S. in computing and **information** technology; coursework in MIS at the University of Nevada, Las Vegas
How He Got Here...

Descriptors:

...**Information** management; Airports...

...**Information** management; Computer system conversion...

...**Information** management

20030417

18/3,K/19 (Item 7 from file: 16) Links

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10131992 **Supplier Number: 92143701 (USE FORMAT 7 FOR FULLTEXT)**

Lord of the Skies.(JetBlue)(Company Profile)(Statistical Data Included)

Wells, Melanie

Forbes , v 170 , n 08 , p 130

Oct 14 , 2002

Language: English **Record Type:** Fulltext

Article Type: Company Profile; Statistical Data Included

Document Type: Magazine/Journal ; General Trade

Word Count: 3255

Lord of the Skies.(JetBlue)(Company Profile)(Statistical Data Included)

...it. One passenger asks Neeleman to add Chicago flights to JetBlue's rapidly expanding 20-**destination** system. Another gripes that food and beverage kiosks in the JetBlue terminal at New York...its leather seats outfitted with individual TV screens and its genuinely cheerful employees. Neeleman--loading **bags, checking boarding passes** and bouncing ideas off passengers--is almost as familiar a sight as his planes' checkerboard... engine failed. Waylaid at the airport, passengers had no place to rest, were given no **information**--and no compensation, Neeleman recalls. JetBlue passengers, as a result, receive discount coupons for future...

...that they often forget there is a paying customer there," Neeleman says, talking, driving and **checking** his BlackBerry pager simultaneously. (Neeleman, who is paged any time a JetBlue flight is delayed...

20021014

18/3,K/20 (Item 8 from file: 16) Links
Gale Group PROMT(R)
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09663867 Supplier Number: 84196172 (USE FORMAT 7 FOR FULLTEXT)

China Southern Airlines Details First Class Services; Includes Instant Check-In Counters.
Business Wire , p 0388
March 26 , 2002
Language: English **Record Type:** Fulltext
Document Type: Newswire ; Trade
Word Count: 838

China Southern Airlines Details First Class Services; Includes Instant Check-In Counters.

...base at Guangzhou's Baiyun International Airport.

"Once a passenger arrives at China Southern's **check-in** counters at any of our Chinese-based airport terminals, the first experience the customer has...

...largest airline:

"China Southern Airlines is continuously innovating its ground services and has created Instant **Check-In** Counters (Counter #22 at Terminal One at Guangzhou's Baiyun International Airport). All passengers may **check in** there at anytime within 40 minutes prior to flight departure," said Mr. Li. He added that, "Our Instant **Check-In** Counters are available, all day long, for passengers to **check in**. Since our customers may immediately **check in** upon arrival (regardless of when their flight leaves) at the airport, it greatly shortens their waiting time."

According to Mr. Li, in 2001, the Instant **Check-In** Counter at Baiyun International Airport received 201,187 passengers prior to their normal **check-in** counter opening. "This not only alleviates the pressure on the normal **check-in** counters but also is a significant convenience to our passengers."

At the departure hall at...

...on the counter and attractive, red-suited attendants. This is China Southern's First Class **Check-In** Counter. China Southern Airlines offers its premium First Class passengers with the finest in personal...

...transfers from your hotel,
office or home to the airport and will personally handle all **boarding passes** and **luggage check-in** arrangements.

2. Personal **Check-In** Counter

First Class passengers need not queue up in long
check-in lines.
Just go straight to China Southern's exclusive First Class
Check-In Counter and the expert
check-in staff will be available
to help smooth through all **check-in**
procedures.

3. First Class Recruits

China Southern Airlines puts a high premium on the image...
...there to provide First Class
passengers with exceptional personal service.

4. Private Security Channel

After **check in**
, customer service representatives will personally
escort First Class passengers through an exclusive and very
private...
...example, the carrier continues to enlarge its services to enable
passengers to quickly get their **boarding pass** and
luggage checked in for the final **destination**.
In the aviation world, time is always of the essence.
In order to shorten passengers...Melbourne, Osaka, Penang, Phnom
Penh, Seoul, Singapore and Sydney.
For China Southern Airlines reservations and
information, please contact your local travel agent.

20020326

18/3,K/21 (Item 9 from file: 16) Links
Gale Group PROMT(R)
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09275717 **Supplier Number: 80723004 (USE FORMAT 7 FOR FULLTEXT)**

American Airlines Offers Holiday Travel Tips; Plan Ahead and Make Your Trip Enjoyable.
PR Newswire , p DATU04311122001
Dec 11 , 2001
Language: English **Record Type:** Fulltext
Document Type: Newswire ; Trade
Word Count: 315

...number on the outside of your
 baggage. It is also helpful to put your home
information plus your
 destination
address and telephone number inside your baggage.
-- Take advantage of our convenient **check-**
in options. Our OneStop
 Curbside Check-in
is available in more than 80 airports. American

Airlines offers this convenient service to both electronic and paper-
 ticketed passengers, allowing customers to check
luggage and receive
 boarding passes
even before they enter the terminal. American also
 has more than 170 OneStop Self-Service...

...who prefer to help themselves. Kiosks located at
 the ticket counters allow passengers to check
luggage and receive a
 boarding pass.

-- Who can proceed to the gate. Passengers may proceed directly to the
 gate for **check-in**
if they are ticketed for travel on that date, either

with a paper ticket or an electronic ticket confirmation, and are not
 checking
luggage. Gates typically are open about 45 to 60 minutes
before departure.
-- Please stay close...

...or departure gate, please remain in the gate area.
Boarding instructions and any last-minute
information will be provided
at that time. In addition, you may be selected for additional
security...

20011211

18/3,K/22 (Item 10 from file: 16) Links
Gale Group PROMT(R)
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09161620 **Supplier Number: 79861123 (USE FORMAT 7 FOR FULLTEXT)**

American Airlines Offers Thanksgiving Travel Tips; Plan Ahead and Make Your Trip Enjoyable.
PR Newswire , p 4700
Nov 8 , 2001
Language: English Record Type: Fulltext
Document Type: Newswire ; Trade
Word Count: 786

...number on the outside of your
baggage. It is also helpful to put your home
information plus your
destination address and telephone number inside your
baggage.
-- Allow sufficient time. During the busy holidays, anticipate
possible
slowdowns caused by heavy road traffic, crowded airport parking
lots,
and busy airline **check-in** counters and
security check points.
-- Take advantage of our convenient **check-**
in options. Our OneStop
Curbside **Check-in** is available in more
than 80 airports. American
Airlines offers this convenient service to both electronic and
paper-
ticketed passengers, allowing customers to check
luggage and receive
boarding passes even before they enter the
terminal. American's
OneStop Self-Service kiosks are installed in...
...tickets who prefer to help
themselves. Kiosks at the ticket counters allow passengers to check
luggage and receive a **boarding**
pass.
-- Who can proceed to the gate. Passengers may proceed directly to
the
gate for **check-in** if they are ticketed for
travel on that date, either
with a paper ticket or an electronic ticket confirmation, and are
not
checking luggage. Gates typically are open about 45 to
60 minutes
before departure.
-- Please stay close...

...stay in the gate area. You will
receive boarding instructions there plus any last-minute
information
you might need for the flight. In addition, you may be selected for
additional security...

20011108

18/3,K/23 (Item 11 from file: 16) [Links](#)
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08918575 **Supplier Number: 77346433 (USE FORMAT 7 FOR FULLTEXT)**

FEATURE/ Superior Services Makes Air Jamaica's Groups Department the Industry Leader in Meetings & Incentive, Business and Group Travel.

Business Wire , p 2052

August 21 , 2001

Language: English **Record Type:** Fulltext

Document Type: Newswire ; Trade

Word Count: 923

...groups originating beyond Air Jamaica gateways the economy of paying only one through-fare and **checking** luggage from the point of embarkation to the final **destination**.

The Air Jamaica Groups Department handles all air arrangements and can even organize full travel itineraries including **destination**, hotel and tour packages. Groups consisting of 10 or more traveling on the same flight...

...Air Jamaica rolls out the red carpet for groups with it's legendary Red Carpet **Check-in**, which gives groups priority and assistance during **check-in**, the Meet and Greet program, where every group is met by their own personal groups...

...movies, Air Jamaica's own onboard magazine Sky Writings and Air Jamaica's exclusive Beachside **Check-In**, available at selected hotels in Jamaica, which allows passengers to **check-in** for their flight, check their **baggage** and receive **boarding passes** right at their hotel so they can spend more time on the beach and less...

...carriers, extend its access to over 150 cities within the Continental U.S.

For more **information** or reservations, call the Air Jamaica Groups Department at 1-888-523-8587. You are...

20010821

18/3,K/24 (Item 12 from file: 16) Links
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08799951 **Supplier Number: 76509693 (USE FORMAT 7 FOR FULLTEXT)**

Lucky Day for American Airlines Passengers at Portland International Airport.

PR Newswire , p 8188

July 13 , 2001

Language: English **Record Type:** Fulltext

Document Type: Newswire ; Trade

Word Count: 387

...In the near future, these new gates will also feature the airline's advanced Gate **Information** Display System (GIDS), which offers additional **information** such as aircraft type, **destination** weather and arrival time via two 36-inch monitors behind the gate **check-in** counter. American designed GIDS to reduce the need for passengers to stand in line seeking...

...exceed passenger expectations."

American's Portland operation also features the carrier's innovative OneStop Curbside **Check-in**. Using this service, domestic passengers holding paper or electronic tickets can check their **bags** and receive a **boarding pass** from skycaps in one convenient stop before they even enter the airport.

Earlier this week...

...its most frequent fliers. AADVANTAGE EXECUTIVE PLATINUM, AADVANTAGE PLATINUM, and AADVANTAGE GOLD members can now **check in** for their flights by phone. Telephone **Check-in** is available for these individuals when traveling domestically on an electronic ticket with a pre...

20010713

18/3,K/25 (Item 13 from file: 16) Links
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08198115 **Supplier Number: 68874056 (USE FORMAT 7 FOR FULLTEXT)**

INDUSTRY BRIEFS.

Airline Industry Information , p NA
Jan 8 , 2001

Language: English **Record Type:** Fulltext

Document Type: Magazine/Journal ; Trade

Word Count: 424

(USE FORMAT 7 FOR FULLTEXT)

Text:

AIRLINE INDUSTRY **INFORMATION**-(C)1997-2001 M2
COMMUNICATIONS LTD

...will allow the airline's frequent flyer members to book one-way, return or multi-**destination** itineraries for a greater number of flights on the Qantas network, search for available flights...

...ARINC, a IT systems supplier. The new system is designed to improve airline handling of **check-in**, **boarding passes**, passenger manifest and **baggage** labelling.

((Comments on this story may be sent to aii.feedback@m2.com))

20010108

18/3,K/26 (Item 14 from file: 16) Links

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07949817 **Supplier Number: 65135829 (USE FORMAT 7 FOR FULLTEXT)**

Simplifying passenger travel - a vision.

Airline Business , p 49

August , 2000

Language: English **Record Type:** Fulltext

Document Type: Magazine/Journal ; Professional Trade

Word Count: 541

...the airline reservation using a personal travel smart card through his own PC, providing personal **information**, which can also be used for initial controls such as the need for a visa...

...card will also contain an optional area for service preferences, frequent flier memberships and travel **information**. Seat selection, **check-in** location and itinerary will be provided on screen.

- * Payment is by credit card or direct bank transfer

- Check-in** terminal

- * Passenger inserts travel smart card into reader at airport and enters flight number on an interactive screen. A biometric scan verifies identity match with travel card.

- * Reservation **record** accessed and boarding details (seat, gate, etc) confirmed.

- * System prints a **boarding card/**

baggage receipt and the passenger passes through the security check to the departure area.

Baggage checks...

...produces a tag containing a radio frequency (RF) chip used to track the bag to **destination**.

- * The system will assess any excess baggage charge, which would be paid automatically by credit card.

- * Baggage may be checked before leaving for the airport at a dedicated secure baggage **check-in** facility. Again this uses the travel smart card, which checks flight number and name against the reservation.

- Departure control checks

- * Passenger identity **checking** can be integrated into the one-stop check, with the details passed automatically to the exit control authority's system for review.

- * If more extensive **information** is required, the passenger will be moved into a separate area for further examination. But this would be the exception rather than the norm.

- * **Check-in** will also provide passenger and flight details to the control authorities at **destination**. The

passenger may have to respond to a series of simple on-screen questions.

Airport shoppingE

* Passengers wishing to shop would **check-in** at normal positions at least 45 minutes before departure, while fast-track passengers would **check in** at special counters 30 minutes or even less before departure, but might pay a premium...

...that the passenger is aboard and checked baggage is authorised to travel.

E

Arrival at **destination**

* The passenger picks up luggage in the baggage hall and proceeds to an electronic exit...

...the interactive screen.E

* The interactive screen can also be used to provide any further **information**, such as ground transport arrangements and meeting details.

20000801

18/3,K/27 (Item 15 from file: 16) Links
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07411096 **Supplier Number: 62415832 (USE FORMAT 7 FOR FULLTEXT)**

Lan Chile Becomes Official Member of oneworld Global Alliance.

Business Wire , p 1597

June 1 , 2000

Language: English **Record Type:** Fulltext

Document Type: Newswire ; Trade

Word Count: 409

...to offer better customer service with a wider choice of flights, the ability to obtain **boarding passes** and **luggage check-in** to final **destination**, access to over 300 VIP lounges, and numerous other benefits from the oneworld network.

Lan...

...airplanes. Lan Chile is an official member of the oneworld(TM) global alliance. For more **information** visit www.lanchile.com or www.oneworldalliance.com.

20000601

18/3,K/28 (Item 16 from file: 16) Links
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05106074 **Supplier Number: 47496736 (USE FORMAT 7 FOR FULLTEXT)**

Model "A" Baggage-Screening Bomb Detectors Will Improve With Advances in Technology
Air Safety Week , v 11 , n 26 , p N/A
June 30 , 1997
Language: English Record Type: Fulltext
Document Type: Magazine/Journal ; Trade
Word Count: 877

...night I experienced first-hand the pleasures of bag matching on a domestic flight. While **checking** in at Delta in TYS (Knoxville, Tenn.), the agent was mystified that my Atlanta/Chicago...

...control delay of another 20 minutes -- I assume since we had already lost our original **destination** time at ORD (O'Hare). We arrive in ORD at 2159, 94 minutes late. I...

...selected...through the use of automated profiling must either be screened or matched to a **boarded passenger**."

"No unaccompanied **bag** should be transported on a passenger aircraft unless (1) it has been screened by a...
...the FAA standard, or (2) it belongs to a passenger who at the time of **check in** was...(not) selected by the profile for further review."

Event Names:
*330 (Product **information**

19970630